EMS Travel Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary		
Baseline: FY 14 avg. = 21.2%	Data Source: Firehouse	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: First responding units are late (>240 sec) to	Analytics	Measurement Method: Percentage of incidents in which the first		
no more than 10% of incidents.	Goal Source: NFPA 1710	responding unit took more than 240 seconds to travel to an incident.		
		Why Measure: To assess proper deployment of fire companies		
	Benchmark Source:	Next Improvement Step: 1. Assure proper measuring 2. Educate		
Benchmark: 90% within 240 seconds	NFPA 1710	Suppression members on proper response techniques		
How Are We Doing?				

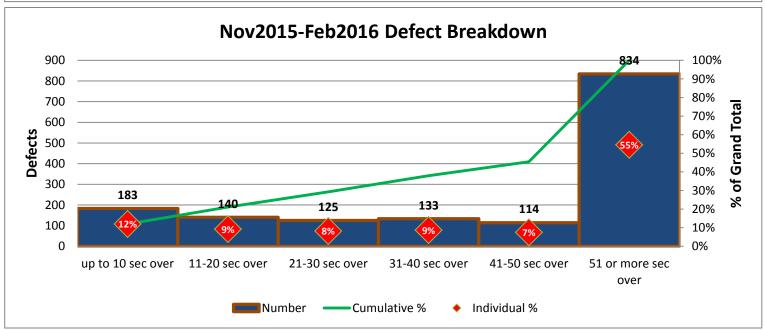
Mar2015-Feb2016	Mar2015-Feb2016	
12 Month Goal	12 Month Actual	
10%	24%	,
Percent	Percent	



Feb2016 Goal	Feb2016 Actual
10%	23%
Percent	Percent



EMS Travel Time Defect Rate Good 35% 30% 25% Percent 20% 15% 10% 5% 21% 23% 22% 22% 19% 19% 19% 20% 19% 21% 18% 25% 24% 21% 22% 21% 23% 23% 28% 24% 23% 23% 24% 25% 0% Jul2012 Sep2012 Nov2012 Jul2013 Jan2014 Jul2014 Jan2015 Jul2015 Sep2015 Mar2012 May2012 Nov2015 Jan2013 Mar2013 May2013 Sep2013 Nov2013 Mar2014 May2014 Mar2015 Jan2016 Nov2014 Median -Goal Benchmark Data



Report Generated: 04/01/2016 Data Expires: 04/05/2016